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PATENT
030132

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Apostolides, John K.

Serial No.: 10/666,463

Filing Date: September 19, 2003 :

SERVICE OPERATION DATA PROCESSING
USING CHECKLIST FUNCTIONALITY
IN ASSOCIATION WITH INSPECTED ITEMS

INFORMATION DISCLOSURE STATEMENT

November 20, 2003

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Commissioner:

Applicant, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advises the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A *Information Disclosure Statement by Applicant* (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

Applicant notes that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this

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I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450.



Information Disclosure Statement by Applicant "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

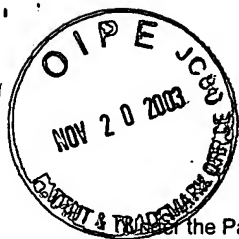
Respectfully submitted,

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PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary) Sheet 1 of 2				Complete if Known	
				Application Number	10/666,463
				Filing Date	September 19, 2003
				First Named Inventor	Apostolides, John K.
				Art Unit	
				Examiner Name	
				Attorney Docket Number	030132

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code ² (if known)			
		6,070,155	05-30-2000	Cherrington et al.	
		6,263,322 B1	07-17-2001	Kirkevold et al.	
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		US 2001/0047283 A1	11-29-2001	Melick et al.	
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		US 2002/0120535 A1	08-29-2002	Yu	
		US 2002/0138394 A1	09-26-2002	Elliott	
		US 2003/0055666 A1	03-20-2003	Roddy et al.	
		US 2003/0065522 A1	04-03-2003	Wepfer et al.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

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¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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				Application Number	10/666,463
				Filing Date	September 19, 2003
				First Named Inventor	Apostolides, John K.
				Art Unit	
				Examiner Name	
				Attorney Docket Number	030132

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
		Mobile Field Service Application: Reducing the Cost of Field Service in the Office Automation Industry, <i>Technologies for Comfort</i> , SmTAG WHITE PAPER, June 2002 (8 pages).	

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